



Question Bank - Multiple Choice Questions (MCQs)

Unit 1: Nature of Management

- 1) Which one of the following statements is not correct?
 - a) Management is a goal-oriented process.
 - b) Management is a continuous process.
 - c) Management is a dynamic process.
 - d) Management is a rigid process.

- 2) Which one of the following is not an importance of management?
 - a) Integrating various interest groups
 - b) Developing society
 - c) Disciplining employees
 - d) Inculcating creativity

- 3) Management is not
 - a) an applied science.
 - b) a pure science.
 - c) an art.
 - d) an art and science both.

- 4) In which category does management fall?
 - a) Well-established profession
 - b) Semi-profession
 - c) Emerging profession
 - d) Marginal profession

- 5) Top management is concerned with formulation of
 - a) guidelines for supervisors.
 - b) long-term plans.
 - c) short-term plans.
 - d) None of these.

- 6) Coordination is
 - a) a management function.
 - b) the essence of management.
 - c) an objective of management.
 - d) a social objective.



- 7) The element that aims at integrating group efforts to achieve group objectives is called ____.
- Cooperation
 - Coordination
 - Management
 - Directing
- 8) Managing Director is the position of ____ level of management in a large company.
- Top
 - Middle
 - Lower
 - Middle and Lower
- 9) Management is multidimensional because it has ____ dimension(s).
- One
 - Two
 - Three
 - Four
- 10) Management is a ____ directed process as it aims at achieving specified goals.
- Continuously
 - Future
 - Goal
 - Deliberately
- 11) ____ is a systematised body of knowledge that explains certain general truths or operation of general laws.
- Science
 - Art
 - Profession
 - Art and Profession both
- 12) Identify the feature of co-ordination being highlighted in the given statement: “Coordination is not a one time function, it begins at the planning stage and continue till controlling.”
- Coordination ensures unity of action
 - Coordination is an all pervasive function
 - Coordination is a continuous process
 - Coordination is a deliberate function
- 13) Co-ordination is considered to be the essence of management because
- It is a common thread that runs through all the activities within the organisation
 - It is implicit and inherent in all functions of the organisation
 - It is a force that binds all the functions of management
 - All of the above



- 14) This function of Management related to placing the right person at the right job is
- Organising
 - Staffing
 - Planning
 - Controlling
- 15) This function of management relating to laying down the foundation for carrying out the other functions of management successfully is
- Organising
 - Staffing
 - Planning
 - Controlling
- 16) Organising as a function of management involves deciding
- What activities and resources are required
 - Who will do a particular task
 - Where will it be done
 - All of the above
- 17) The main task of this level of management is to determine the overall organisational objectives and strategies for their realisation.
- Operational management
 - Middle level management
 - First line managers
 - Top level management
- 18) Which of the following statements is not true for lower level management?
- Analyse the business environment and its implications for the survival of the business.
 - Ensure the quality of the output
 - They strive to reduce the wastage of resources
 - They ensure that the safety standards are maintained within the organisation.
- 19) Which of the following is a function of top level management?
- Ensuring quality of output
 - Assigning necessary duties and responsibilities to their departments
 - Taking responsibility for all the activities of the business and its impact on the society
 - Ensuring that the safety standards are maintained within the organisation.
- 20) Which of the following is not a designation related to middle level management?
- Operations Head
 - Sales Manager
 - Chief Operating Officer
 - Divisional Manager



- 21) “Management principles can be applied to all types of activities.”
- True
 - False
- 22) “Coordination is required at all levels of management in all management functions.”
- True
 - False
- 23) “Management involves the decisions by a manager and it is not a group activity.”
- True
 - False
- 24) Top management level is responsible for implementing plans and strategies of the organisation.
- True
 - False
- 25) Successful organisations do not achieve goals by chance but by following a deliberate process known as
- Planning
 - Co-ordination
 - Controlling
 - Management
- 26) Management is essential for the organisations which are
- Non-profit organisations
 - Service organisations
 - Social organisations
 - All of the above
- 27) People in the organisations carry out diverse tasks with the aim to achieve.
- Different objectives
 - Common objectives
 - Both of the above
 - None of the above
- 28) Successful management ensures that
- Goals are achieved with least cost
 - Timely achievement of goals
 - Both of the above
 - None of the above
- 29) Efficiency is concerned with
- Doing the right thing
 - Doing things right



- c) Achieving end results
d) None of the above
- 30) Effectiveness relates to
a) Doing the right task
b) Completing activities
c) Achieving goals
d) All of the above
- 31) Management is said to be poor if it is
a) Efficient but ineffective
b) Effective but inefficient
c) Both inefficient and ineffective
d) All of the above
- 32) Which of the following is not a function of management?
a) Management is all pervasive
b) Management is multi-dimensional
c) Identification of threats & warnings
d) Location of business
- 33) Name two broad categories of business activities:-
a) Trade & commerce
b) Trade & Industry
c) Industry & commerce
d) None of these
- 34) Which one of the following is not an economic objective of the business:-
a) Social environment
b) Survival
c) Profit
d) Growth
- 35) Which factor doesn't describe management as science:-
a) Systematized body of knowledge
b) Universal validity
c) Ethical code of conduct
d) Principles based on experimentation
- 36) Earning of a profit is considered to be subsidiary objective of the business:-
a) True
b) False



- 37) Which of the following management functions are closely related?
- a) planning and organizing
 - b) staffing and control
 - c) planning and control
 - d) planning and staffing
- 38) The last function in the sequence, which culminates in the attainment of organization objectives, is:
- a) organizing
 - b) coordinating
 - c) controlling
 - d) planning
- 39) In terms of the sequential relationship, the first function requiring managerial attention is:
- a) planning
 - b) coordinates
 - c) directing
 - d) controlling
- 40) Main functions of administrative management are:
- a) planning, organizing, staffing, directing and controlling
 - b) planning, organizing, directing and controlling
 - c) planning, organizing, staffing and directing
 - d) planning, organizing, controlling and representation
- 41) Successful coordination of activities results from effectively carrying out the function:
- a) planning
 - b) organizing
 - c) staffing
 - d) directing
 - e) all of these
- 42) Control function of management cannot be performed without:
- a) planning
 - b) organizing
 - c) staffing
 - d) motivation
- 43) Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?
- a) first level managers
 - b) middle managers
 - c) executive managers
 - d) second level managers



- 44) Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an organization set by executives?
- supervisory managers
 - middle managers
 - first level managers
 - chief financial managers
- 45) Which type of managers are responsible for reporting to middle managers?
- employees
 - managers
 - executive managers
 - second level managers
- 46) Which of the following characterize a manager as being efficient?
- They use a minimum amount of resources for the amount of outputs produced.
 - They devote a large amount of time to planning
 - They achieve their goals.
 - They interview, select, and train people who are most suitable to fill open jobs.
- 47) Which of the following characterize a manager as being effective?
- They use a minimum amount of resources for the amount of outputs produced.
 - They devote a large amount of time to planning.
 - They achieve their goals.
 - They interview, select, and train people who are most suitable to fill open jobs.
- 48) Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an organization's success?
- planning
 - organizing
 - staffing
 - management
- 49) Find the odd one out
- board of directors
 - chief executive
 - foremen
 - shareholders
- 50) Management is a -----Activity.
- single
 - group
 - both group and single
 - None



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Answer Key:

1 - d	2 - c	3 - b	4 - c	5 - b	6 - b	7 - b	8 - a	9 - c	10 - c
11 - a	12 - c	13 - d	14 - b	15 - c	16 - d	17 - d	18 - a	19 - d	20 - c
21 - a	22 - a	23 - b	24 - b	25 - d	26 - d	27 - b	28 - c	29 - b	30 - d
31 - c	32 - c	33 - c	34 - a	35 - c	36 - b	37 - c	38 - c	39 - a	40 - b
41 - e	42 - a	43 - c	44 - b	45 - b	46 - d	47 - c	48 - d	49 - c	50 - b





Unit 2: Evolution of Management Thoughts

- 1) Under mechanism of scientific management, scientific task setting includes:
 - a) Time study
 - b) Motion study
 - c) Method study
 - d) All of the above

- 2) Fredrick Winslow Taylor's Mechanism of Scientific Management includes
 - a) Scientific task setting
 - b) Planning the task
 - c) Standardization of tools and equipments
 - d) All of the above

- 3) Frederick Winslow Taylor is best known for the introduction of which approach to job design?
 - a) Behavioural approach
 - b) Ergonomics
 - c) Scientific management
 - d) Division of labour

- 4) Scientific management is comprised of which of the following two elements?
 - a) Technology assessment and environmental design
 - b) Method study and work measurement
 - c) Method study and job design
 - d) Work measurement and job design

- 5) The 'father' of Scientific Management is:
 - a) Henri Gantt
 - b) W. Edwards Deming
 - c) Tom Peters
 - d) Henry Ford
 - e) Frederick W. Taylor

- 6) Who was the first to formalise the concept of the division of labour?
 - a) Edward Demming, 1950
 - b) Adam Smith, 1776
 - c) Fredrick Taylor, 1911
 - d) Jay Forester, 1963

- 7) Henry Fayol was a
 - a) Social scientists
 - b) Mining engineer
 - c) Accountant



- d) Production engineer
- 8) Which of the following statement best described the principle of 'Division of work'?
- a) work should be divided into small tasks
 - b) labour should be divided
 - c) resource should be divided among jobs
 - d) it leads to specialisation
- 9) Which of the following is Not a principle of management given by Taylor?
- a) Science, not rule of Thumb
 - b) Functional foremanship
 - c) Maximum ,not restricted output
 - d) Harmony not discord
- 10) Management should find ' One best way ' to perform a task. Which technique of scientific management is defined in this sentence?
- a) Time study
 - b) Motion study
 - c) Fatigue study
 - d) Method study
- 11) Who is known as 'the Father of Modern Theory of Management'?
- a) Harold Koontz.
 - b) Henry Fayol
 - c) F.W. Taylor
 - d) Max Weber
- 12) The main aim of Taylor was to.....
- a) improve labour relations
 - b) improve productivity
 - c) To attempt a general theory of management
 - d) None of these
- 13) Method study is
- a) preliminary survey of production Process
 - b) study of the movement of a work
 - c) study of operational efficiency
 - d) All of the above



- 14) Henry fayol is well known.....
- a) As the father of modern management
 - b) for formulating general principles of management
 - c) for promoting trade unionism
 - d) None of these
- 15) Unity of command implies
- a) A subordinate should receive orders from all the superiors
 - b) individuals must sacrifice in the larger interest
 - c) be accountable to one and only one superior
 - d) None of these
- 16) Purpose of time study is
- a) to remove wastage of time
 - b) to give timely assistance
 - c) to determine fair days work
 - d) watching time
- 17) The scientific technique of task setting is known as
- a) work study
 - b) motion study
 - c) time study
 - d) method study
- 18) What is the full form of MBO?
- a) Management By Opportunity
 - b) Method By opportunity
 - c) Management By Objectives
 - d) Method By Objective
- 19) Management by Objectives concept was developed by -----.
- a) Peter.F.Drucker
 - b) Fayol
 - c) Chester Bernard
 - d) None



- 20) MBO offers the basis for assessing the -----.
- a) Techniques
 - b) Performance
 - c) Authority
 - d) Subject
- 21) The process of MBO starts with -----.
- a) setting up of obligation
 - b) Febron plan
 - c) Review
 - d) All
- 22) Principles of management are not
- a) behavioural.
 - b) absolute.
 - c) universal.
 - d) flexible.
- 23) Principles of management provide
- a) readymade solutions to problems.
 - b) general guidelines.
 - c) methods and procedures.
 - d) rules and regulations.
- 24) Management principles differ from pure science principles because management principles are
- a) vague.
 - b) situation-bound.
 - c) rigid.
 - d) easy to learn.
- 25) Principles of management are significant because these result in_____.
- a) taking initiative.
 - b) adapting to new technology.
 - c) employee satisfaction.
 - d) optimum utilisation of resources.
- 26) Which one of the following is not a principle of scientific management?
- a) Functional foremanship
 - b) Development of personnel
 - c) Harmony, not discord



- d) Maximum, not restricted output
- 27) Management should find 'one best way' to perform a task. Which technique of scientific management is defined in this sentence?
- Time Study
 - Method Study
 - Fatigue Study
 - Motion Study
- 28) Unity of command is related to
- superiors and subordinates.
 - management and workers.
 - planned actions.
 - cooperation among employees.
- 29) Gang plank is related to
- communication.
 - motivation.
 - supervision of workers.
 - incentives to workers.
- 30) Management principles are flexible whereas _____ principles are rigid.
- Pure Science
 - Employment
 - Scientific Management
 - Art
- 31) _____ denotes concentration of authority at the top level.
- Decentralisation
 - Centralisation
 - Coordination
 - Delegation
- 32) _____ is the technique in which each worker is supervised by eight supervisors.
- Functional foremanship
 - Unity of action
 - Centralisation
 - Simplification of work
- 33) _____ principle of management puts emphasis on judicious application of penalties by the management.
- Esprit de corps
 - Order



- c) Division of work
d) Discipline
- 34) _____ principle of management states that there should be a place for everything and everything should be in its place.
a) Equity
b) Discipline
c) Order
d) Esprit de corps
- 35) _____ means one plan, one boss.
a) Unity of direction
b) Unity of command
c) Centralisation
d) Gang Plank
- 36) _____ involves harmony and team spirit among employees.
a) Discipline
b) Esprit de corps
c) Order
d) Standardisation
- 37) “Unity of command means one employee getting orders and instructions from one supervisor”.
a) True
b) False
- 38) Time study involves analysing movements involved in performing an activity.
a) True
b) False
- 39) Scalar chain involves direct communication between two employees at horizontal level.
a) True
b) False
- 40) Discipline principle of management leads to development of team spirit.
a) True
b) False
- 41) The principals of management are significant because of
a) increase in efficiency
b) Initiative
c) optimum utilisation of resources
d) Adaptation of changing technology



- 42) Observe the following management principles and pick the odd one out. Justify your answer.
- a) unity of command
 - b) unity of direction
 - c) maximum output
 - d) equity
- 43) Which scholar's definition on management is " Management is the art of getting things done through and with people in formally organised groups"?
- a) Harold Koontz
 - b) J.N. Schulze
 - c) S. George
 - d) Henry Fayol
- 44) Which of the following is not a Management Principle ?
- a) Order
 - b) Discipline
 - c) Equity
 - d) Cooperation
- 45) The term hierarchy implies.....
- a) departmentalisation
 - b) a definite ranking order
 - c) specialisation
 - d) None of these
- 46) Scientific analysis of work under scientific management requires.....
- a) time study
 - b) motion study
 - c) Both a & b
 - d) work study
- 47) Management by objective is
- a) goal oriented
 - b) work oriented
 - c) none of the above
- 48) Which scholar introduced the functional type of organisation?
- a) F.W. Taylor
 - b) Chester Bernard
 - c) Allen



d) Max Weber

49) _____ is known as the founder of Human Relation School.

- a) Henry Fayol
- b) Elton Mayo
- c) Peter Drucker
- d) F.W. Taylor

50) _____ Principle of Management is concerned with promoting team spirit.

- a) Equity
- b) Scaler
- c) Unity of Command
- d) Espirit de Crops

Answer Key:

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31 - b	32 - a	33 - d	34 - c	35 - a	36 - b	37 - a	38 - b	39 - b	40 - b
41 - d	42 - c	43 - a	44 - d	45 - b	46 - c	47 - a	48 - a	49 - b	50 - d



Unit 3: Major Managerial Functions

- 1) Pervasiveness of planning indicates that planning
 - a) is a top management function.
 - b) extends throughout the organisation.
 - c) is a future-oriented activity.
 - d) is the first element of management process.

- 2) Which one of the following is an importance of planning?
 - a) Reducing uncertainty
 - b) Identifying alternatives critically
 - c) Developing leadership
 - d) Selecting the most appropriate plan

- 3) Which one of the following is not a limitation of planning?
 - a) Dynamic environment
 - b) Costly process
 - c) Rigidity
 - d) Top management approach

- 4) Which one of the following is a step of planning?
 - a) Analysis of organisation structure
 - b) Analysis of environment
 - c) Analysis of employee behaviour
 - d) Analysis of employee morale

- 5) The basic role of strategy is to provide
 - a) setting procedures.
 - b) direction for action.
 - c) direction for motivation.
 - d) direction for control.

- 6) Which one of the following plans prescribes chronological steps for performing activities?
 - a) Procedure
 - b) Rule
 - c) Policy
 - d) Method

- 7) Which one of the following is a single-use plan?
 - a) Strategy
 - b) Rule
 - c) Budget
 - d) Method



- 8) Organising process includes one of the following:
- Grouping of activities
 - Prescribing disciplinary action
 - Determining objectives
 - Prescribing work schedule
- 9) One of the following is not an importance of organising:
- Role clarity
 - Performance appraisal
 - Adaptation to change
 - Growth and expansion
- 10) Organisation structure establishes relationships between
- organisation and environment.
 - people, work and resources.
 - organisation and society.
 - suppliers and customers.
- 11) One of the following is an advantage of functional structure:
- Responsibility for end results
 - Flexibility
 - Personalised attention
 - Easier employee learning
- 12) Divisional structure leads to conflict in
- resource allocation.
 - marketing management.
 - motivation.
 - planning process.
- 13) In which respect does formal organisation differ from informal organisation?
- Production process
 - Structuring
 - Financial procedure
 - Purchasing
- 14) Which one of the following does not follow scalar chain?
- Informal organisation
 - Functional structure
 - Formal organisation
 - Divisional structure



- 15) Degree of decentralisation indicates
- degree of authority delegation.
 - degree of responsibility.
 - degree of power delegation.
 - degree of accountability.
- 16) In staffing function, which one of the following groups of managers is involved?
- Only top managers
 - Only human resource managers
 - Only middle managers
 - All managers
- 17) Which one of the following is not an importance of staffing?
- Suitable division of work among employees
 - Developing skills in employees
 - Employee satisfaction
 - Efficient use of human resources
- 18) In staffing function, which combination of activities in sequential order is correct?
- Recruitment, selection, training, placement
 - Selection, training, recruitment, placement
 - Recruitment, selection, placement, training
 - Recruitment, training, selection, placement
- 19) Which one of the following sources is most relevant to recruiting managerial personnel?
- Direct recruitment
 - Employment exchange
 - Advertisement
 - Casual callers
- 20) Which one of the following is an internal source of recruitment?
- Transfer
 - Employee recommendations
 - Campus recruitment
 - Personal contacts
- 21) Which type of learning is management development concerned with?
- Specific job skill development
 - Multi-skill development
 - Manual skill development
 - Inventory development



22) For which group of persons is vestibule training relevant?

- a) Operatives
- b) Top management
- c) Middle management
- d) Supervisory management

23) Which one of the following is an element of directing?

- a) Delegating authority
- b) Designing organisation structure
- c) Communication
- d) Designing control system

24) Motivation is not

- a) a complex process.
- b) related to satisfaction.
- c) an easy process.
- d) a goal-directed behaviour.

25) Need hierarchy theory of motivation has been given by

- a) Maslow.
- b) Fayol.
- c) Taylor.
- d) Koontz.

26) Which one of the following is not a financial incentive?

- a) Bonus
- b) Provident Fund
- c) Co-partnership
- d) Challenging job

27) Which one of the following is a non-financial incentive?

- a) Recognition
- b) Perquisite
- c) Retirement benefit
- d) Stock option

28) Leadership is based on a superior's

- a) authority.
- b) responsibility.
- c) accountability.
- d) persuasive communication.



- 29) Encoding is related to
- converting message into symbols.
 - converting symbols into message.
 - transmitting message.
 - receiving symbols.
- 30) Grapevine is a form of
- formal communication.
 - channel of communication.
 - informal communication.
 - barrier to communication.
- 31) Which one of the following is a semantic barrier?
- Organisational policy
 - Lack of attention
 - Technical jargon
 - Status
- 32) Which one of the following is not a feature of controlling?
- Continuous process
 - Action-oriented
 - Keeping employees busy
 - Pervasive function
- 33) Which one of the following is not an importance of controlling?
- Better coordination
 - Better use of resources
 - Better planning
 - Better grievance handling
- 34) Which one of the following is a step of controlling?
- Assessing personnel required
 - Taking corrective action
 - Assessing environment
 - Taking disciplinary action
- 35) _____ is the process of ensuring that actual results are in accordance with planned results.
- Controlling
 - Coordinating
 - Planning
 - Directing



- 36) _____ is the focus point for a manager while controlling, as controlling at every step is not possible.
- Controlling
 - Coordinating
 - Critical point control
 - Both a and b
- 37) Controlling is _____.
- Forward looking
 - Backward looking
 - Continuous process
 - All of these
- 38) Decision-making is the case of _____.
- Planning
 - Organising
 - Staffing
 - Directing
- 39) _____ is a statement of expected results in numerical terms.
- Forecast
 - Budget
 - Plan
 - Estimate
- 40) _____ is a feature of planning also referred to as primacy of planning.
- Pervasive
 - Primary function of management
 - Continuous
 - Integrating
- 41) _____ is a comprehensive plan for achieving its objectives.
- Strategy
 - Method
 - Rule
 - Policy
- 42) _____ are relevant to recurring activities.
- Single-use plans
 - Standing plans
 - Objectives
 - Programmes



- 43) _____ involves giving authority and responsibility to subordinates.
- Division of work
 - Decentralisation
 - Delegation
 - Centralisation
- 44) _____ is the process of grouping similar activities together and creating departments.
- Division of work
 - Departmentalisation
 - Delegation
 - Centralisation
- 45) _____ is the right to command.
- Authority
 - Responsibility
 - Accountability
 - Both a and b
- 46) _____ is a process of learning and growth.
- Training
 - Development
 - Recruitment
 - Both a and b
- 47) _____ leads to optimum use of resources.
- Recruitment
 - Staffing
 - Development
 - Training
- 48) _____ is the "On the Job Training" method used to train electricians.
- Web publishing
 - Job rotation
 - Coaching
 - Apprenticeship
- 49) Directing flows in _____ direction.
- Upward
 - Downward
 - Diagonal
 - Both a and b



50) _____ is the process of exchanging information and understanding between two or more persons.

- a) Directing
- b) Leadership
- c) Communication
- d) Motivation



Answer Key:

1 - b	2 - a	3 - d	4 - b	5 - b	6 - a	7 - c	8 - a	9 - b	10 - b
11 - d	12 - a	13 - b	14 - a	15 - a	16 - d	17 - a	18 - c	19 - c	20 - a
21 - b	22 - a	23 - c	24 - c	25 - a	26 - d	27 - a	28 - d	29 - a	30 - c
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41 - a	42 - b	43 - c	44 - b	45 - a	46 - b	47 - b	48 - d	49 - b	50 - c



Unit 4: Recent Trends in Management

- 1) What is the full form of TQM?
 - a) Total quality measurement
 - b) Total quantity management
 - c) Typical quality management
 - d) Total quality management

- 2) Which among the following is not a technique of TQM?
 - a) Re-engineering
 - b) Quality measurement
 - c) Bench marking
 - d) Empowerment

- 3) According to Kurt Lewin, which of the following is not a stage in the change process?
 - a) Unfreezing
 - b) Changing
 - c) Refreezing
 - d) Restraining

- 4) A company that decides to decentralize its sales procedures is managing what change category?
 - a) Technology
 - b) People
 - c) Competitors
 - d) Structure

- 5) Which of the following statements is true?
 - a) In small quantities, stress is good
 - b) Too much stress is harmful
 - c) All stress is bad
 - d) Only a & b are right

- 6) Outsourcing is
 - a) Exporting
 - b) Importing
 - c) A firm having someone else do part of what it previously did itself.
 - d) Building a factory in another country to produce for that country's market.

- 7) Offshoring is
 - a) Substituting foreign for domestic labor.
 - b) Subcontracting a part of production to another firm.
 - c) Exporting



- d) Importing
e) Building a factory in another country to produce for that country's market.
- 8) Here, parties involved in the electronic transactions are from within a given business firm, hence, the name is _____.
- a) Intra-C Commerce
 - b) Intra-D Commerce
 - c) Intra-B Commerce
 - d) Intra-A Commerce
- 9) Both Sellers and buyers are business firms, under ____ type of e-commerce transaction.
- a) B2B Commerce
 - b) C2B Commerce
 - c) B2C Commerce
 - d) C2C Commerce
- 10) Which method is very popular for making online transactions?
- a) Credit Card
 - b) All of these
 - c) Net banking
 - d) Debit Card
- 11) _____ refers to contracting out some of its activities to a third party which were earlier performed by the organisation.
- a) BPO
 - b) E-Commerce
 - c) Outsourcing
 - d) E-Banking
- 12) Under what method payment is made at the time of physical delivery of goods.
- a) Cash on delivery
 - b) Debit card payment
 - c) Credit card payment
 - d) Prepaid amount
- 13) It is not an application of e-business.
- a) Contract R&D
 - b) Online trading
 - c) Online procurement
 - d) Online bidding



- 14) The payment mechanism typical to e-business
- Credit and Debit Cards
 - Cash on Delivery (CoD)
 - Cheques
 - e-Cash
- 15) e-commerce does not include
- A business's interactions with its customers
 - Interactions among the various departments within the business
 - A business's interactions with its suppliers
 - Interactions among the geographically dispersed units of the business
- 16) ___ transactions have business firms at one end and its customers on the other end.
- C2B Commerce
 - B2C Commerce
 - B2B Commerce
 - C2C Commerce
- 17) India is the preferred destination for BPO because of _____.
- Tax Free Zone for BPOs
 - Cheap People
 - Cheap Manpower
 - Poor conditions
- 18) Out of e-commerce and e-business, which is a broader term?
- None of these
 - both e-business and e-commerce are same thing
 - e-commerce
 - e-business
- 19) A Call Centre handles
- Both customer facing and back-end business
 - Both voice based and non-voice based business
 - Only out-bound voice based business
 - Only in bound voice based business
- 20) Outsourcing
- Includes off shoring
 - Restricts only to the contracting out of Information Technology Enabled Services (ITES)
 - Restricts only to the contracting out of non-core business processes
 - Includes contracting out of manufacturing and R&D as well as service processes both core and non-core but restricts only to domestic territory



- 21) _____ is not a process tools for TQM systems.
- Process flow analysis
 - Histograms
 - Plier
 - Control charts
- 22) The process mapping is a _____ diagram.
- Data flow
 - Work flow
 - Circular
 - Audit
- 23) Total Quality Management (TQM) focuses on
- Employee
 - Customer
 - Both a and b
 - None of the above
- 24) Which of the following is responsible for quality objective?
- Top level Management
 - Middle level Management
 - Frontline Management
 - All of the above
- 25) The following is (are) the machine down time.
- Waste
 - No material
 - Breakdown
 - All of the above
- 26) TQM & ISO both focuses on
- Customer
 - Employee
 - Supplier
 - All of the above
- 27) While setting Quality objective, _____ to be considered.
- Material Quality
 - Customer need
 - Market demand
 - All of the above



- 28) _____ helps organization reduce employee turnover and absenteeism.
- Job design
 - Training & development
 - Wage revision
 - All of the above
- 29) While setting Quality objective, _____ to be considered.
- Customer need
 - Organizational need
 - Supplier need
 - Worker need
- 30) Customers are primarily concerned with _____.
- Communication, courtesy, and credibility of the sales person
 - Competence, courtesy, and security of the sales person
 - Competence, responsiveness, and reliability of the sales person
 - Communication, responsiveness, and cleverness of the sales person
- 31) "Quality is defined by the customer" is
- An unrealistic definition of quality
 - A user-based definition of quality
 - A manufacturing-based definition of quality
 - A product-based definition of quality
- 32) What is quality assurance?
- Quality assurance deals with activities which prove that products and services meet the required quality standard
 - Quality assurance deals with activities which aim at customers satisfaction
 - Quality assurance deals with controlling the quality of products by inspection
 - All of the above
- 33) Which quality management program is related to the maintenance of plants and equipments?
- Environmental management systems
 - Fault tree analysis
 - Failure mode effect analysis
 - Total productive maintenance



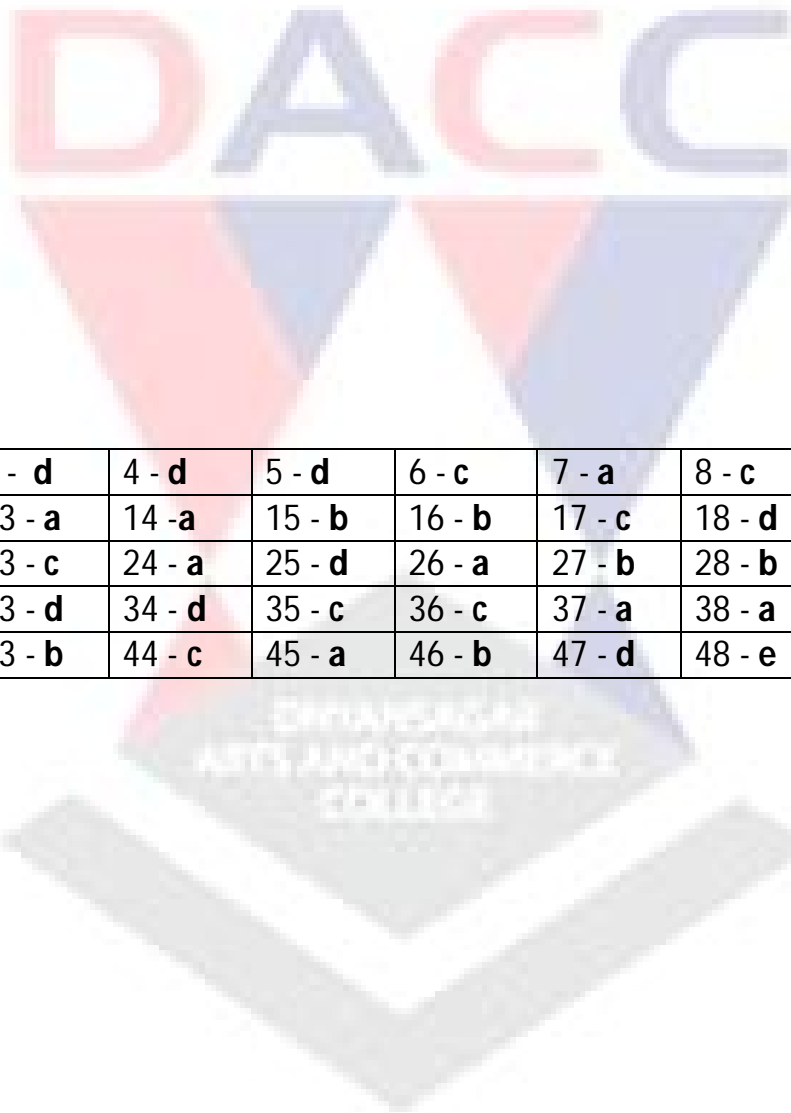
- 34) The aim of Just-In-Time manufacturing principle is to eliminate
- time wastage
 - labour wastage
 - cost of excessive inventory
 - All of the above
- 35) All of the following costs are likely to decrease as a result of better quality except _____.
- customer dissatisfaction costs
 - Inspection costs
 - Maintenance costs
 - Warranty and service costs
- 36) Which of the following ratio is to “estimate the value added by given knowledge assets regardless of where they are located”?
- Return-on-equity
 - Return on investment
 - Return-on-knowledge
 - None of the given options
- 37) Knowledge stored in the form of manuals and formalized policies of the company indicates which of the following characteristics of the knowledge?
- Expandable
 - Compressible
 - Diffusible
 - Shareable
- 38) What is the average life expectancy of most of the firms?
- Twenty years
 - Fifteen years
 - Thirty years
 - None of the given
- 39) People knowledge includes which of the following?
- Insights
 - Intuitions
 - Relational information
 - All of the above



- 40) Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?
- Inferencing
 - Compilation
 - Chunking
 - Expertise
- 41) Which of the following knowledge can be articulated, codified, and stored in certain media?
- Explicit knowledge
 - Tacit knowledge
 - Procedural knowledge
 - Declarative knowledge
- 42) The normative intervention specifies a particular way to manage an organization is known as _____.
- Inter-group relations
 - Large group
 - Small group
 - Grid organization development
- 43) Which of the following year James Watt invented the steam engine in industrial age?
- 1762
 - 1763
 - 1764
 - 1765
- 44) Economy driven by information and communication technologies and knowledge workers prevails during _____.
- First economic wave
 - Second economic wave
 - Third economic wave
 - None of the given options
- 45) What is the average life expectancy of most of the firms?
- Twenty years
 - Fifteen years



- c) Thirty years
d) None of the given
- 46) Stress management is about learning
- How to avoid the pressures of life
 - How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
 - Both 'a' & 'b' are true
 - None of the above
- 47) Which of the following statements is true about stress management?
- Stress management is learning about the connection between mind and body
 - Stress management helps us control our health in a positive sense
 - Stress management teaches us to avoid all kinds of stress
 - Only 'a' & 'b' are right
- 48) Which of the following are the basic sources of stress?
- The Environment
 - Social Stressors
 - Physiological
 - Thoughts
 - All of the above
- 49) _____ creates a feeling of fear and threat amongst individuals and employees.
- Crisis
 - Stress
 - Disaster
 - None of these
- 50) _____ is an inevitable factor for achieving economic growth.
- Stress
 - TQM
 - Change
 - None of these



Answer Key:

1 - d	2 - b	3 - d	4 - d	5 - d	6 - c	7 - a	8 - c	9 - a	10 - b
11 - c	12 - a	13 - a	14 - a	15 - b	16 - b	17 - c	18 - d	19 - a	20 - a
21 - c	22 - b	23 - c	24 - a	25 - d	26 - a	27 - b	28 - b	29 - a	30 - a
31 - b	32 - a	33 - d	34 - d	35 - c	36 - c	37 - a	38 - a	39 - d	40 - c
41 - a	42 - d	43 - b	44 - c	45 - a	46 - b	47 - d	48 - e	49 - a	50 - c